

Remarks

Claims 146-165 are pending in the application. Claims 146-165 stand rejected. Independent claims 146 and 156 are amended in order to more clearly recite the subject matter of the invention. Claims 146 and 156 are not amended herein for reasons of patentability.

Claims 146-165 stand rejected under 35 U.S.C. § 102(e) as being anticipated over U.S. Patent 6,493,447 (Goss et al.). Inasmuch as the rejection applies to the claims as amended, Applicants respectfully traverse the rejection.

Independent claims 146 and 156 require receiving a web call for the web call center, wherein the web call originates from a user device. Claims 146 and 156 further require processing a cookie for the user device to select one of the web call resources to handle the web call originating from the user device. Claims 146 and 156 further require extending the web call originating from the user device to the web call resource that is selected based on the cookie. Advantageously, a caller can initiate a web call and be routed and connected to a web call resource without having to wait for a call-back.

In Goss, the caller submits a call-back request and then has to wait for an agent to call back (see col. 6, lines 27 and 56-65, and see col. 7, lines 3-5, and 55-57). Therefore, Goss uses a cookie for initiating a call-back message from a call center resource to the caller at a later time. This may be unacceptable, and it is desirable that the customer can immediately connect to a call center resource without waiting for a call-back.

Goss does not disclose processing a cookie for the user device to select one of the web call resources to handle a web call that originates from a user device to a web call center. Goss does not disclose extending the web call originating from the user device to the web call resource that is selected based on the cookie. Goss therefore does not anticipate independent claims 146 and 156. Dependent claims 147-155 and 157-165 are allowable for the same reasons as independent claims 146 and 156. Applicants respectfully request removal of the rejection and allowance of pending claims 146-165.

Applicants submit that there are numerous additional reasons in support of patentability, but that such reasons are moot in light of the above remarks and are omitted

in the interests of brevity. Applicants respectfully request allowance of the pending claims.

Please feel free to call me to discuss the patentability of the pending claims.

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SIGNATURE OF PRACTITIONER

Gregg Jansen, Reg. No. 46,799  
Setter Ollila LLC  
Telephone: (303) 938-9999 ext. 14  
Facsimile: (303) 938-9995

**Correspondence address:**

**CUSTOMER NO. 28004**

Harley R. Ball  
Sprint Law Department  
6391 Sprint Parkway  
Mailstop: KSOPHT0101-Z2100  
Overland Park, KS 66251-2100

Enclosure: Telephone interview summary, 6/28/05